REQUIREMENT MODEL FOR HOTEL AND CATERING DEPARTMENT WEB BASED INFORMATION SYSTEM (SISHK)

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ABSTRACT

In today's information world, the internet and web technology are used widely, therefore this thesis is going to develop a Web Based Information System for Hotel and Catering Department (SISHK),which is a web based client-server application. The objective of developing this system is to help the hotel and catering staff to manage inventory and raw cooking material which is crucial data for this department. This study was conducted at Hotel and Catering Department, Community College under Ministry of Higher Education, Sungai Petani, Kedah. The prototype has been evaluated using Technology Acceptance Model (TAM).

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LIST OF ABBREVIATIONS

BOM	Bill Of Material
(Attitude)	Attitude Toward using (Attitude)
IIS	Internet Information Services
KPI	Key Performance Indicator
ITU	Intention To Use
PEOU	Perceived Ease of Use
PHP	Pre-Hypertext Processor
PU	Perceived Usefulness
SISHK	Web Based Information System for Hotel and Catering Department
SPM	Malaysia Certificate of Education. *(Sijil Pelajaran Malaysia, SPM)*
TAM	Technology Acceptance Model
WLS	Weighted Least Squares
UML	Unified Modeling Language

CHAPTER ONE

INTRODUCTION

1.0 Introduction

Along with the development of information technology (IT) in Malaysia, where various sectors of industries such as education, manufacturing, agriculture and others apply IT in their daily operations. The applications of IT have simplified routine jobs, save time and cost. According to Wan Aiman Wahidi (2004) in the manufacturing sector, the government has to encourage entrepreneurs and small and medium entrepreneurs (SME)s to conduct business electronically and to use modern technology to produce quality as well as competitive products. Much effort and infrastructure facilities have been developed by the government, including through technology transfer from abroad to ensure Malaysia a country that is capable of generating technological inventions and innovations themselves.

In response to the recommendations of the government, this study will propose a web based system inventory system that will manage raw material information that will be applied at higher learning department that is offering hotel and catering program. This proposed system can also be applied in any industry that is involved in preparing food and beverage services.

The contents of the thesis is for internal user only

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